



FAQs

	FAQ	Answer
1	What is BuildSA?	BuildSA is the name given by Development Services Department (DSD) to the web-based Accela product purchased which enables our customers to conduct business with us via the Internet, 24/7, 365. DSD went live with BuildSA on November 30, 2020, thus eliminating the need for paper applications and modernizing our business practices.
2	How do I access BuildSA?	Link to BuildSA: BuildSA Online Portal . Ensure you allow pop-ups from this site. Allowing pop-ups ensures vital forms display for your use.
3	Which browser is best to use while working with BuildSA?	We recommend using Firefox, Chrome, Edge or Safari to ensure receiving the best user experience.
4	Which systems will BuildSA replace?	Most of the systems Development Services uses today will either be replaced or integrated. Here are just a few examples: <ul style="list-style-type: none"> ▪ Hansen ▪ ECCO ▪ LDS ▪ TPLT ▪ Customer Alert System (CAS) ▪ Dynamic Portal
5	What is the best contact Information for BuildSA ?	<p>Creating an online account: buildsaocmteam@sanantonio.gov. Please include name, state or city license (if applicable), user ID, email address, telephone number and the company name.</p> <p>Requesting to schedule inspections: CallCenter@sanantonio.gov The DSD Customer Call Center is available M-F, 7:45am to 4:30pm, (210) 207-1111</p> <p>Closing an escrow account in Hansen and requesting a refund: DSDHansenPermitHelp@sanantonio.gov</p> <p>Navigating BuildSA: Please email CallCenter@sanantonio.gov or buildsaocmteam@sanantonio.gov or call (210) 207-1111.</p> <p><i>For general information questions about BuildSA call: (210) 207-1111. Office hours are M-F, 7:45am to 4:30pm.</i></p>



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6	Who is impacted by BuildSA?	<p>Customers seeking to build, develop or improve property in the City of San Antonio and surrounding areas now have access to submitting application, making payments and interacting with city and partnering agencies staff through their online portal accounts.</p> <p>Development Services and Partnering Agencies staff, considered core users of BuildSA, have access to new capabilities to complete their work tasks and interact with our customers.</p>
7	Where can I find more information about BuildSA?	<p>Training guides, quick guides and videos are available on our Customer Resource page: Customer Resources Training Materials</p> <p>Pre-recorded training sessions and PowerPoint presentations are available: Pre-Recorded Training Sessions</p>
8	Who is Accela?	<p>Accela is the name of the company providing the software system and, through its Accela Civic Platform, helps DSD streamline the delivery of its services to our customers. For nearly 20 years, Accela has been an industry leader in the design and delivery of government software dedicated to improving efficiency of services and citizen engagement. To learn more about Accela and their government solutions, please visit the Accela website.</p>
9	When did Development Services Department (DSD) launch BuildSA?	<p>November 30, 2020 was the final launch date of the e-government solution, BuildSA, across Development Services' divisions: Building Development, Code Enforcement and Land Development.</p>



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10	What are the next steps for BuildSA?	We have already seen more opportunities for enhancements to BuildSA as suggestions for solutions originate from our customers. These solutions can be used to provide crucial insights to make long-term planning and improvement decisions for the system. BuildSA is adaptable and sustainable into the future.
11	What kind of features can customers expect with BuildSA?	<p>Customers now have several features including:</p> <ul style="list-style-type: none"> ○ Finding the appropriate application and helpful tips about the application process, ○ The ability to submit applications 24 hours a day/7 days a week, ○ Schedule and track inspections online from any computer or from a mobile device, ○ Access to submit online payments using credit card, electronic check or escrow account, ○ Ability to track application activity and view real time status, ○ System generated email notifications for activities such as application confirmation, inspection status and application results, ○ The ability to submit documents electronically for review. <p>DSD Staff and Partnering Agencies now have access to new capabilities including:</p> <ul style="list-style-type: none"> ○ View and manage tasks using a workflow management system, ○ Use a single source of information to deliver all services, ○ Receive and process documents submitted electronically, ○ Benefit from BuildSA's capability to generate appropriate application fees, ○ Seamless access and integration to other systems such as the City's Point of Sale System, CPS' Work Order System, Lagan (311 System) and Bexar County Appraisal District System (BCAD).



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		<ul style="list-style-type: none"> ○ Ability to view and track all activity by site or location address, helping them make better informed decisions.
12	Will Electronic Plan Review still be available?	<p>The existing electronic plan review system is replaced with BuildSA's integrated e-Permit Hub.</p> <p>With BuildSA's integrated solution, customers now submit their documents with their online application.</p> <p>BuildSA is a paperless and web-based solution allowing DSD and partnering agencies to review, markup and comment on documents-- eliminating the need for paperwork typically accompanying paper-based reviews. BuildSA's solution allows concurrent reviews and better collaboration among the various agencies, providing customers with clear and fast feedback.</p>
13	What is the Plan Room?	<p>The Digital Plan Room is the first and only electronic plan review plug-in purpose-built for government regulatory agencies using the Accela Building & Planning software. With the Digital Plan Room, both customers and staff enjoy a purpose-built and seamlessly embedded user experience within BuildSA, meaning all users have a shorter learning curve and easier electronic plan review experience. Gone are the days of staff and customers switching screens and managing different user experiences. Click the link below to access the Customer Resources training page and view video tutorials on the use of the Plan Room.</p> <p>Customer Resources Plan Room Tutorials</p> <p><i>For information about the Plan Room, please contact buildsaocmteam@sanantonio.gov.</i></p>
14	Who is BuildSA's Product Owner?	<p>Ms. Patricia Cavazos, Sr Special Projects Manager, is the BuildSA Product Owner for DSD. The role of the BuildSA Product Owner is to bring the voice of the customer and the BuildSA teams together. The Product Owner is also the party responsible for managing BuildSA priorities to achieve the desired e-government outcome DSD seeks to accomplish.</p>



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15	Will customers have access to historical data/information?	Yes. Some data will not migrate but will be stored and accessible by staff.
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